

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 6,950,801 B2
APPLICATION NO. : 09/618809
DATED : September 27, 2005
INVENTOR(S) : R. Brookes et al.

Page 1 of 5

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Delete the title page and substitute therefor the attached title page.

Please delete old existing Drawing sheets and insert these new drawings.

1/4

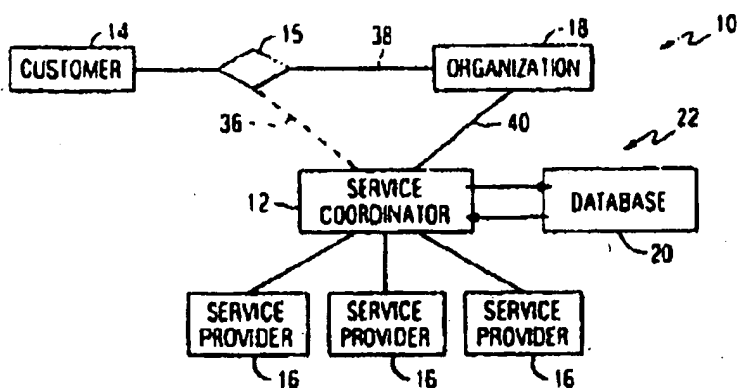


FIG. 1

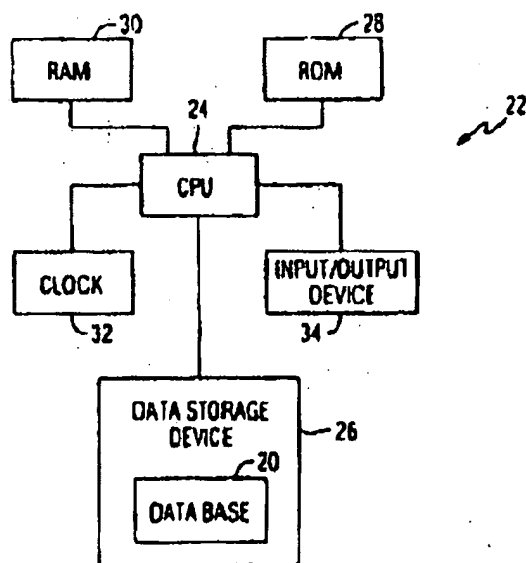


FIG. 2

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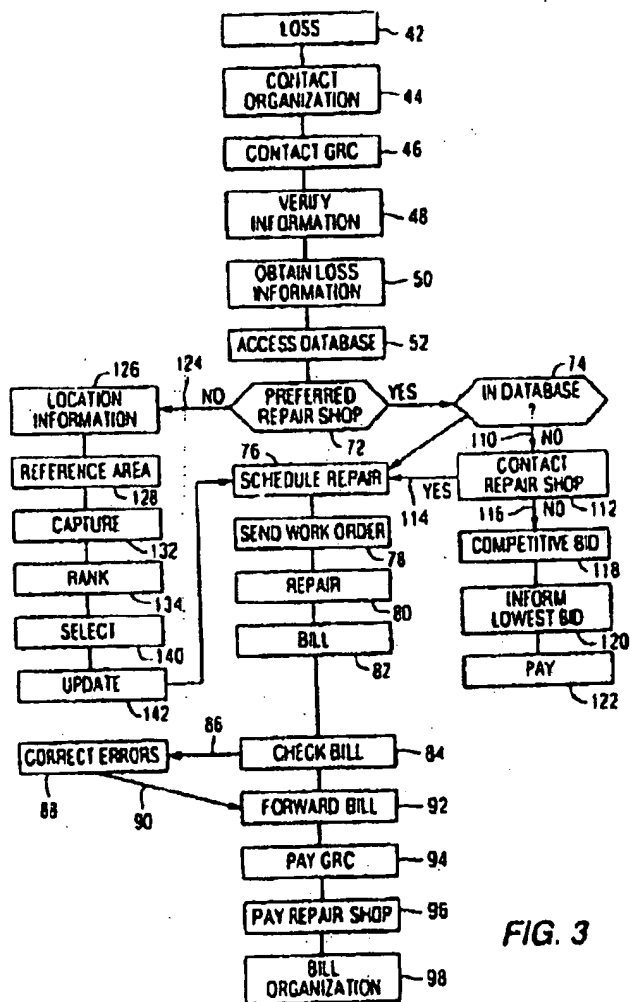


FIG. 3

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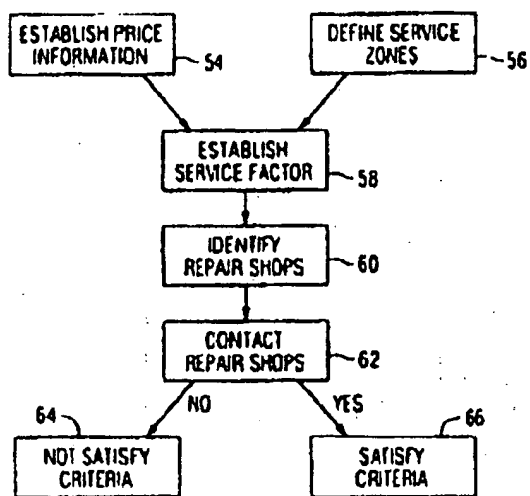


FIG. 4

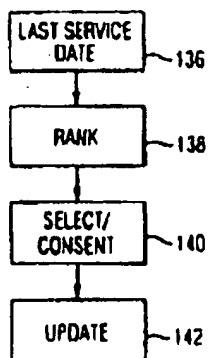


FIG. 5

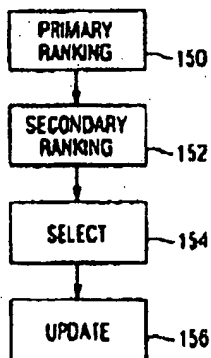


FIG. 6

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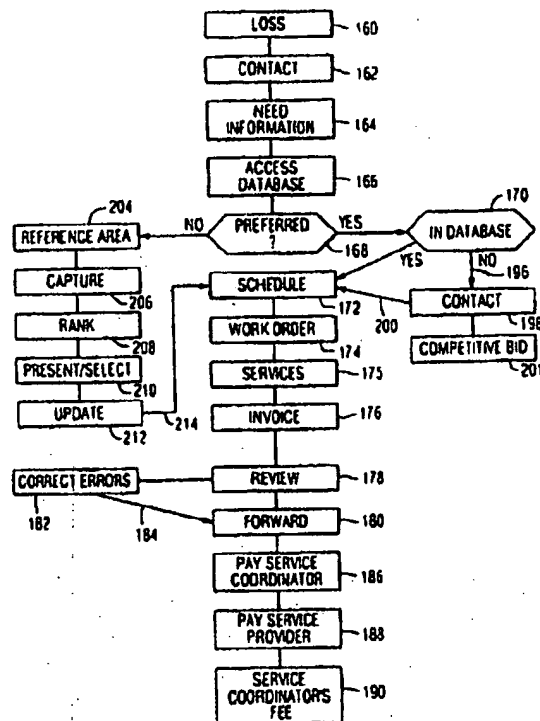


FIG. 7



US006950801B2

(12) **United States Patent**
Brookes et al.

(10) Patent No.: **US 6,950,801 B2**
(45) Date of Patent: **Sep. 27, 2005**

(54) **METHOD AND APPARATUS FOR
COORDINATING SERVICES**

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(*) Notice: Subject to any disclaimer, the term of this
patent is extended or adjusted under 35
U.S.C. 154(b) by 411 days.

(21) Appl. No.: **09/618,809**

(22) Filed: **Jul. 18, 2000**

(65) **Prior Publication Data**

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Related U.S. Application Data

(60) Provisional application No. 60/146,039, filed on Jul. 28,
1999.

(51) Int. Cl.⁷ **G06F 17/60**

(52) U.S. Cl. **705/7; 705/8; 705/9**

(58) Field of Search **705/7, 8, 9, 10,
705/4, 14, 1, 5; 395/202, 329; 707/660;
380/25**

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(57) **ABSTRACT**

The invention relates to a method of coordinating or arrang-
ing services, such as automotive glass repair services for the
policyholders of an insurance company, and to an apparatus
for practicing the method. The method includes providing a
database of service providers, obtaining service need infor-
mation regarding a customer, selecting at least a portion of
the service providers in the database based on the service
need information, ranking the selected service providers,
and choosing one of the ranked service providers to perform
the service.

6 Claims, 5 Drawing Sheets

